

<b>Notice of References Cited</b>	Application/Control No. . 09/750,948	Applicant(s)/Patent Under Reexamination VINCENT, PERRY G.	
	Examiner Susanna M. Diaz	Art Unit 3623	Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,412,012	06-2002	Bieganski et al.	709/232
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
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	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Net Perceptions Alters Dynamics of Marketing Industry with Introduction of Net Perceptions for Call Centers." PR Newswire, page 9487, October 12, 1998.
	V	Andrews, Whit. "A Hidden Agenda." Internet World, pages 43, 44, October 1, 1999.
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.